THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI GINGEE N. RAMACHANDRAN): (a) Yes Sir, Chief Commissioner of Income tax, Delhi has issued instructions that the processing of returns should be done and refunds be issued, wherever due, strictly in chronological order except under exceptional circumstances. The Assessing Officers have also been directed to strictly adhere to the time schedule mentioned in Citizens' Charter.

(b) These instructions have been issued on 4th July, 2001 and are expected to substantially reduce the grievances of the tax payers with regard to delays in refunds.

(c) The Citizens' Charter is applicable to the whole of India and no separate instructions at the level of the CBDT are necessary. Chief Commissioners at regional levels, whenever required, issue guidelines from time to time to the field formation.

Restructuring of Technical Consultancy Organisations (TCOs)

*506. DR. ARUN KUMAR SARMA: Will the Minister of FINANCE be pleased to refer to the answer to Starred Question 404 given in the Rajya Sabha on the 22nd August, 2000 and state:

(a) the details of the report submitted by the consultant appointed by IDBI to study the performance of TCOs indicating the date of submission and action taken on each of the recommendations;

(b) the strategies and target fixed for total restructure and sustainability of the TCOs to fulfil their purposes;

(c) the amount of assistance granted to each of the TCOs during the last three years, head-wise; and

(d) the specific proposal to revive the NEITCO?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI BALASAHEB VIKHE PATIL): (a) and (b) The Industrial Development Bank of India (IDBI) had appointed a consultant to study the performance of all Technical Consultancy Organisations (TCOs) and suggest measures to be adopted for their revival and growth. The consultant had submitted their report on 17th November, 2000. The main recommendations made by the consultant are as under:

(i) reduction in the size of the Board of Directors and its composition to. be decided keeping in view the good corporate governance practices;

(ii) reduction in staff strength with emphasis on development of expertise and skills of employees consistent with business plans;

(iii) linkage of employee compensation to performance and productivity levels;

(iv) development of marketing culture backed by a diversification strategy aimed at taking advantage of the opportunities in post-liberalisation period;

(v) induction of some new shareholders who have synergy with the operations and functioning of TCOs, etc.

(c) The details of assistance sanctioned and disbursed by IDBI to each of the 17 TCOs during the last three years is given in Annexure *[See* Appendix 193, Annexure No. 20]

(d) Specific action plan for revival of all the weak TCOs including NEITCO will be prepared by IDBI in consultation with the consultant and other stake holders.

Constitution of Telephone Advisory Committees

*507. SHRI VV RAGHAVAN:

SHRI J. CHITHARANJAN:

Will the Minister of COMMUNICATIONS be pleased to state:

(a) what are the criteria for constituting the Telephone Advisory Committees;

(b) whether it is District-wise, Circle-wise or Zone-wise;

(c) whether there is any criteria as to the total number of members in a TAC, selection of the members to be nominated, etc.; and

(d) what facilities are allowed to the members of the TAC?

THE MIMSTHROFraMMUMCAnONS(SHRIRAM\aiJ^PASWAN): (a) to (c) Telephone Advisory Committees (TACs) are constituted taking into account different types of users of telephone service by giving proper representation of persons representing them, for each Telecom District, which is headed by an officer of the rank of Junior Administrative Grade (JAG) and above. TACs are also constituted for each Union Territory and Telecom Circle